



Rohit Kumar <oooooooo.koo@gmail.com>

Your Amazon.in Inquiry

4 messages

Amazon.in <cs-reply@amazon.in>

Tue, Oct 6, 2015 at 3:48 PM

Reply-To: "cs-reply+A1KM8ZHV2F0DLF@amazon.in" <cs-reply+A1KM8ZHV2F0DLF@amazon.in>

To: "oooooooo.koo@gmail.com" <oooooooo.k.oo@gmail.com>

[Your Account](#) | [Amazon.in](#)



Message From Customer Service

Hello.

I'm writing to you regarding your inquiry for the unknown charge on your account.

To be credited for the unauthorised charges on this account, you'll need to contact the bank that issued your credit card and inform them the charges weren't authorised by you. Once you've followed their instructions for disputing these charges, your bank should resolve the matter.

I'm sorry, but for accounting reasons we're unable to issue a refund to your account until these steps have been taken and our bank receives signed paperwork from your bank confirming these charges were unauthorized.

Thanks for contacting us at Amazon.in.

Warmest regards,
Sumeeth

Did I solve your problem??

To contact us about an unrelated issue, please visit the Help section of our website:

<http://www.amazon.in/help>

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Amazon.in

Amazon.in <cs-reply@amazon.in>

Tue, Oct 6, 2015 at 8:47 PM

Reply-To: "cs-reply+A2MSTD5IZMI23Z@amazon.in" <cs-reply+A2MSTD5IZMI23Z@amazon.in>

To: Rohit Kumar <oooooooo.koo@gmail.com>



Message From Customer Service

Hello,

I'm sorry to learn about this issue with the refund. That's definitely not what we want our customers to experience.

I do realize at this point requesting you to contact your bank regarding the refund will be disappointing.

I hope you'll understand, because without confirming exactly and with my assumption I shouldn't take a wrong decision and it shouldn't be an inconvenience for you.

I request you to contact your bank regarding the refund. We take full responsibility to get your refund.

We request your cooperation and understanding on this regard and thank you very much for being such a valuable part of Amazon.in.

If there's anything I've missed or something else I can do to make this up to you, please do let me know by replying to this e-mail.

I appreciate your patience and understanding in this regard. We hope to see you again soon.

Warmest regards,
Chetan

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Amazon.in

Original Message

Dear Meshak P.,

Let's not ride merry-go-round. The copy of bank statement of August 2015, reflecting the relevant charges, transaction id and all details have already been furnished on August 10, 2015 itself. Kindly go through all the details furnished in detail, and then ask me.